



## MEMORANDUM

---

**Date:** January 3, 2018  
**To:** All Practitioners, Providers and Staff  
**From:** UM Staff  
**Re:** AHP UM Affirmation

At Apogee Health Partners Inc., we affirm that:

1. UM decisions are based on medical necessity following the guidelines of standardized medical criteria, which includes appropriateness of care and services, and the existence of available benefits.
2. This organization does not receive financial incentives for issuing denials or promoting underutilization.
3. The medical criteria will be communicated to the PCPs and Specialists upon request and can either be read to the physician over the phone, faxed or are available for review online and on-site during AHP's normal business hours.
4. In cases where the patient makes a request for the guidelines, the UM staff will speak with the member to make an assessment of the need and to do telephonic education. Based on the assessment done by the UM staff, the process will be communicated to the patient so that they will be able to access the guidelines online or will be mailed out to the patients who do not have computer access or are simply unable to access online information.
5. This organization does not specifically reward practitioners, health plan staff or other individuals for issuing denials of coverage, care or service.
6. Incentive programs are developed to encourage providers to maximize preventative approaches to illness and are not utilized to encourage decisions that result in underutilization.
7. An opportunity for peer to peer discussion is available during Apogee Health Partners' office hours. A Physician Reviewer is available to discuss medical necessity denials, within one business day of the request.

8. The AHP QIMMC (Quality Improvement Medical Management Committee) meets quarterly to review instances of overutilization and underutilization and takes appropriate action when necessary. The QIMMC evaluates interventions and implements plans to improve quality of care when the opportunity presents.

Apogee Health Partners Inc. also affirms that there is no conflict of interest between Apogee Health Partners Inc. and its UM decision makers.